

EXECUTING AND IMPLEMENTING A SERVICE FOR ESTABLISHING NETWORK CONNECTIONS

ABSTRACT

5 A method for a service provider to be able to work with a client under an engagement
relationship to repair a failed network connection between a client system and a network is
disclosed. In a first aspect, the method preferably includes collecting real time connectivity
information by the client system and utilizing the real time connectivity information by the
client system to establish a connection with the network. In a second aspect, a computer
10 system coupled to a network includes at least one network adapter for monitoring and
collecting real time connectivity information from the network, memory for storing the real
time connectivity information, and a processor coupled to the memory and to the at least one
network adapter, where the processor is configured to execute program instructions for
utilizing the real time connectivity information to repair a failed network connection between
15 the computer system and the network.